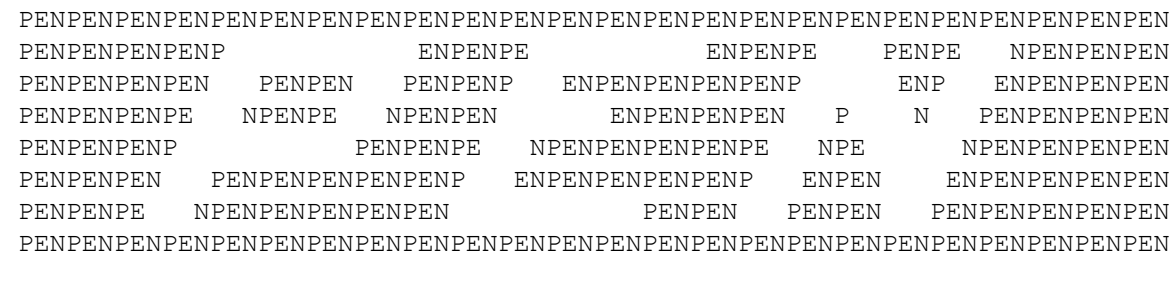

No. 21 February 1989 Oppenheimer Software

This is the twenty first edition of the Periodic Electronic Newsletter (PEN) for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4). You may respond to the PEN by typing ANSWER at the COMMAND: line that appears after you read this. This mailbox (218-0241) is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll free mail box - contact Oppenheimer Software for more information.)

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EDITORS NOTE
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This issue of the PEN newsletter is being published a little ahead of schedule to provide information about exciting changes that are about to occur on MCI Mail. Your input to MCI Mail in the past years has resulted in some of the dramatic changes you are about to see. MCI Mail is a service that listens to its customers.

Some of the information included is on the technical side. You may want to print this PEN out on your printer for easier reading.

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NEED ANOTHER MAILBOX?
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Need another mailbox or account on MCI Mail? A SCRIPT called NEWUSER is available to allow you to register new mailboxes or accounts on MCI Mail, or provide referral information for others needing information. To use this feature, at the Command: prompt,

CREATE USING NEWUSER <RETURN>

Answer all questions, and follow the instructions at the end of the SCRIPT. You will be notified as soon as the new mailbox/account is active.

The NEWUSER script has been in use for over two years. Hundreds of new accounts, set up with the SCRIPT, have been "up and running", usually within 24 to 36 hours.

Note...
If you access MCI Mail via Lotus Express, Desktop Express or any of MCI Mail's LINK products, you will need to access MCI Mail via the interactive "terminal" mode.

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PRODUCT INFORMATION FORUM
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Businesses in the know sponsor lunch time vendor forums. These meetings provide an opportunity for the area managers to become familiar with new services and products in an casual setting without taking time off to visit trade shows. Managers and employees get a chance to learn about cost saving technologies used in other areas of the company through informal discussions, and question and answer periods.

If you would like to have an MCI Mail representative come to one of your forums, please message us at mailbox 218-0241.

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GOOD NEWS-BAD NEWS
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The good news is that MCI Mail is lowering prices, making previously surcharged services available free, and providing toll free access to the system nationwide.

The bad news is that you will have to wait until Wednesday, February 1, 1989 to see it happen.

ON FEBRUARY 1, NOT USING MCI MAIL IS GOING TO BE MORE EXPENSIVE!

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GOOD NEWS #1 - TOLL FREE ACCESS
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«
MCI Mail is about to lower you monthly phone bill. «
Beginning February 1, wherever you are in the U.S., you'll be able to connect to MCI Mail toll-free, without any per-minute access charge from your local phone company. It is now free and easy.«
If you have a 2400 baud modem, and have been using it at 1200 baud on MCI Mail to avoid the Tymnet charges for 2400 baud, your waiting days are over. MCI Mail is now providing it own toll free 800 number for 2400 baud access too.

And if you are a Lotus Express or Desktop Express user, MCI has set aside a separate 1200/2400 baud number for your use.

Regardless of where are in the country, you will use the same 800 number to reach MCI Mail. «

Access Speed	800 Telephone Number«
300, 1200 bps	800-234-MAIL«
2400 bps	800-456-MAIL«
Lotus Express & Desktop Express (up to 2400 bps)«	800-825-1515«

You will need to change the phone number stored in your communications program to put the change into effect. The information below will guide you through the changes needed for some popular communications programs. Please review the instructions in your program manual. Your programs instructions may differ slightly due to version variations.
«
In the below examples,

Symbol	Action
<ALT>	Press the key marked "ALT"
<ALT/SHIFT>	Press both keys in the brackets simultaneously
LOAD	Type the letter or text exactly as it is written
{file name}	Type the name of the file without the brackets
{phone number}	Enter 1-800-234-MAIL for 300/1200 baud Enter 1-800-456-MAIL for 2400 baud

If you use Lotus Express, type:«
<ALT/SHIFT/X><RETURN><DOWN>1-800-825-1515<RETURN><F10>Q«
If you use Desktop Express,
Choose the SETUP MENU, then click CHANGE MCI ACCOUNT. Enter the phone number 1-800-815-1515. If you previously used Tymnet access, be sure to click MCI Mail. Be sure to SAVE your new information

If you use Crosstalk, type:
<ESC>LOAD{command file name}<RETURN><ESC><ESC>
NUMBER{phone number}<RETURN>SAVE{command file name}<RETURN>

If you use PC-Talk, type:
<HOME><ALT/D>R<RETURN>{MCI Mail line number}<RETURN><RETURN>
{phone number}<RETURN>Y<RETURN>Y<RETURN>Y<RETURN>Y<RETURN>

If you use Smartcom, type:
      1O{MCI letter, usually "I"}<ESC>2P
Press <RETURN> until the cursor reaches "Phone Number"
Type:
      {phone number}<RETURN>Y

If you use Bitcom, type:
      1
Scroll to the MCI Mail command line
Type:
      S<DOWN ARROW><DOWN ARROW>{phone number}<F2><F2><F2>

If you use MCI Mail Access, type:
      1<TAB>{phone number}<TAB>Y<RETURN>

It is important to note that domestic Tymnet charges will go up to $.25 per minute, so it is important for you to start using the toll free numbers on February 1. Also, MCI's old toll free access number (800-323-0905) will be taken out of service on February 1.

Please message us at mailbox 218-0241 or call MCI Mail Customer Support at 800-444-MAIL if you have any questions or need assistance.

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GOOD NEWS #2 - FREE ADVANCED SERVICE
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Starting on February 1, MCI Mail's Advanced Service, which previously cost $10.00 per month extra per user, will be the standard service for free. All mailboxes will be automatically converted by February 6. If you already use ADVANCED service, the $10 per month savings is your good news. If you are a BASIC user, the new features available to you is your good news.

Of course, if you are more comfortable with your familiar BASIC menus, they will still be available (without the added benefits offered with ADVANCED service). Just message us at mailbox 218-0241 and we'll have your BASIC service reinstated.

If you use Lotus or Desktop Express, the transition from BASIC to ADVANCED will be invisible, and will have no impact on you except for the opportunity to store additional GRAPHICS on line.

Advanced Service lets you use MCI Mail more quickly and efficiently. It bypasses "menus" and gives you these valuable added features:

- FORWARDING of messages to another mailbox.
- 5 DAY STORAGE of drafts, messages read and sent.
- "INCLUDE" - lets you incorporate or transfer text from one message to another without retyping.
- GRAPHICS - allows up to 15 letterheads and signatures
- VARIED FORMATS for your output
- SELECTIVE access to your mail

This brief review of commands will acquaint you with the power previously available to ADVANCED users. For more complete information, please refer to your MCI Mail manuals or (even better!), "THE COMPLETE MCI MAIL HANDBOOK" by Stephen Manes (Publisher: Bantam).

ACCOUNT This command (also available in BASIC service) allows you to alter your terminal type, line length, page length, time zone (important for transitions from "standard" to "daylight savings") and padding characters needed for some terminals

ANSWER This command, usually used immediately after reading a message allows you to respond to the person who wrote you a letter. You may also ANSWER a letter you have not read by typing ANSWER {scan number} after SCANing your DESK, INBOX, or TRASH. ANSWER EACH can be used to respond to all people CC:ed on the letter.

CREATE This command is used to start writing a letter on MCI Mail. CREATE LETTER is the default,displaying the entire envelope (all TO: and CC:) for electronic mail, and a business format letter with all recipients listed for hard copy. CREATE MEMO generates a hard copy letter that is looks very much like a standard business letter, complete with and "envelope" and all of the recipient[s] names. CREATE DOCUMENT produces a electronic mail better suited for inter-office mail, newsletters, etc. Only the individual recipient is listed. For paper mail, only text is printed. You may include any HANDLING option (in parentheses) after a name in the envelope.

DELETE This command deletes one or more documents. DELETE 1,5-7 will delete documents numbered with those SCAN numbers. DELETE OUTBOX {or any other box} will delete the contents of the entire OUTBOX, while DELETE ALL removes all of your messages from all boxes.

DOW JONES No new/added capabilities.

EDIT This command allows you to edit (review/correct) previously entered information. Its format may be EDIT ENVELOPE, EDIT HANDLING, EDIT TEXT, and EDIT PAPER. EDIT ENVELOPE offers two new commands - MOVE and COPY. EDIT HANDLING offers the new commands DOCUMENT, MEMO (previously described), FORM and SIGN to allow choice of graphics.

FORWARD Allows you to send a complete copy of one or more messages from any of your boxes to someone else, along with a cover note. The format is FORWARD followed by the scan number of the message to be sent.

INCLUDE Allows you to insert the text of one or more messages into the middle of a letter you are writing. The format: /INCLUDE/ 2-4, will insert messages 2 through 4 into the current position in the letter. It must appear in the left column of your letter.

NEXT Read the next message (used with READ/PRINT when more than one scan number has been entered.

PRINT/READ/SCAN
These commands offer new and exciting opportunities. You may limit your query by the box, the subject, the sender, the recipient or the date/time. For example, SCAN INBOX TO JOHN ON 31 JAN or READ ALL SUBJECT MEETING ON YESTERDAY or PRINT OUTBOX BEFORE 9:30. MCI Mail will now store all previously sent and read mail 5 days (BASIC service was only 1 day). Proper use of these commands gives you a mini filing cabinet with easy retrieval.

VERIFY If you need to verify the validity of the envelope, enter NO at the SEND? prompt. Type SCAN PENDING, and then VERIFY {scan number}. Don't forget to SEND the message when you are done with the SEND command.

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GOOD NEWS #3 - LOWER PRICES
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On February 1, MCI Mail is rolling out a new, lower price schedule.

Electronic mail, previously priced at $.45 for up to 500 characters, and $1.00 per 7500 characters thereafter, will have a new price break inserted - $.75 for messages running 501 to 2500 characters.

Fax Dispatch previously priced at $.60 for the first half page and $.40 thereafter, will be reduced to $.50 and $.30 respectively - a 20% to 24% savings, depending upon the length of the fax.

Of course the switch to toll free access will cut your costs with your local phone company, and Tymnet (if you used Tymnet or 2400 baud access).

But the best news of all will be the new Preferred Pricing Option(sm) best suited for people making daily use of MCI Mail. The annual $25 fee is waived, and it allows you to send up to 40 messages per month -- either electronic messages or domestic fax dispatch -- for a flat monthly fee of just $10*. That's as little as 25 cents per message, up to 75% off the regular rate.

	Preferred Pricing Option*	New Regular Pricing
Annual Mailbox Fee	WAIVED	$25
Electronic Messages*	.25 - up to 7500 characters	.45 - up to 500 char.
		.75 - 501 to 2500 char.
	.25 - each addl. 7500 char.	1.00 - 2501 to 7500 char.
		1.00 - ea. addl. 7500 char.
Domestic Fax Dispatch*	.25 - first page	.50 - first 1/2 page
	.25 - ea. addl. pg	.30 - ea. addl. 1/2 pg.
Shared Lists	NO CHARGE (was $25/month)	

The fine print: Preferred Pricing may include electronic messages up to 7,500 characters or domestic Fax Dispatch messages up to 1 page, or longer. (Each additional increment of 7,500 characters/1 page, or any portion thereof, will count as an additional message.) After the first 40 messages each month, messages are billed at regular rates. $25 annual fee waived on one mailbox only. Preferred Pricing begins with the calendar month following sign-up. There is a limit of one Preferred Pricing Option subscriber per customer.

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GOOD NEWS #4 - DISCOUNTS
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You will automatically receive a 10% discount on charges billed for Instant Letters (E-Mail greater than 500 characters), MCI Letters (Hard Copy - domestic), and Fax Dispatch (domestic) exceeding $1,000 a month. For example, a customer who bills $1,200 in a month in Instant Messages, domestic Fax Dispatch and/or MCI Letters (domestic) combined will receive a 10% discount on $200. Preferred Pricing Option subscribers will receive the volume discount on the charges that remain after the Preferred Pricing is applied.

Of course MCI Mail offers corporate discount plans for large accounts. Message us at 218-0241 for more information.

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GOOD NEWS #5 - SHARED LISTS
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Shared Lists are distribution lists "owned" by one person, and available for use by others at the discretion of the owner. The ownership of Shared Lists, previously limited to ADVANCED users for an extra fee, is now available to all users for free.

The owner may control who may access (use, not modify) the list, who (user or owner) pays for mail sent using the list, determines mode of delivery (E-Mail, paper, ONITE, etc.) and may add/delete names from the list.

There are several steps used to create a shared list.

1. Two lists must be created with the CREATE LIST command - one is the actual distribution list, and the other is the [user] list of people allowed to use the distribution list. The VERIFY command can be used to confirm the lists are accurate.

2. Type ENTER ACCESS and CREATE, followed by the name of the user list. LEAVE returns you to the Command: prompt.

3. Type ENTER LIST and SELECT, followed by the name of the distribution list. Then, type PUBLISH. You will be asked who (all MCI Mail subscribers or just those on an access list) may use the shared list, who pays for usage.

4. Type LEAVE to return to the Command: prompt. The shared list will be available for others to use in an hour or so.

The SCAN LISTS command will show all distribution lists, including shared lists with "**PUBLISHED" displayed after the list name.

"THE COMPLETE MCI MAIL HANDBOOK" by Stephen Manes contains an excellent writeup on SHARED LISTS. Call Bantam directly at 1-800-223-6834, extension 9479. In NY, AK, HI and Canada, call 1-212-492-9479.

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TRAVELING SOON?
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A company called the PAN Network offers transient access from various foreign locations to MCI Mail. Although they do interconnect with MCI Mail they are not part of the MCI Mail service, and bill you separately.

The have a one time fee is 225.00, plus a monthly service charge of $25. Connect time charges are:

Domestic USA 800 : $0.30 per minute
London UK Dial-up: $0.30 per minute
International X25: $0.30 per minute
International 800: $0.05 per second
Overseas Dial-ups: Varies
*In all cases, the first minute of connect is an additional $.25.

Countries currently supported include:

Band 0 - London (UK) and Canada: Standard PAN rates apply (no surcharge).

Band 1 - Rate $12.50/Hour $0.1875/Kilocharacter:
Belgium, France, The Netherlands, Switzerland, United Kingdom

Band 2 - Rate: $12.50/Hour $0.625/Kilocharacter
Argentina, Bermuda, Colombia, Greece, Guatemala, Honduras, Israel, Jamaica
Phillippines

Band 3 - Rate $18.75/Hour $1.00/Kilocharacter
Antigua, Bahamas, Bahrain, Barbados, Cayman Islands, Dominican Republic, Panama
Saudi Arabia, Thailand, US Virgin Islands

Band 4 - Rate: $35.00/Hour $1.00/Kilocharacter
Peru, Taiwan

Band 5 - Rate: $60.00/Hour $1.25/Kilocharacter
Egypt, West Germany

Band 6 - Rate: $14.25/Hour $0.375/Kilocharacter
Japan (NIS) ** (requires Japan-specific ID)

You can message them at mailbox 118-7344 for additional information.

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FROM OUR SISTER SERVICE
>>>>>>>>>>>>>>>>>>>>>>

The MCI Card...America's Business Card

MCI Telephone has made significant changes in their calling card, which are going to make significant changes in your pocketbook. For instance, you can now call from both touch tone and rotary dial phones and you can now call 146 international countries. You can even call back to the USA from select foreign locations, and all this for less than you would pay on "the other service".

Message us at mailbox 218-0241 if you would like more information about the Calling Card.

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VALENTINES DAY
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Want to send a letter to that special friend for Valentines Day? Between February 8 and 14, you can use the MCI Mail "cupid" graphic on your hard copy mail - even overnight mail. To use this graphic, enter FORM:HOLIDAY at the Handling: prompt.

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BURGER AND FAX TO GO...
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Many "take out" food stores are now accepting delivery orders by fax. Next time you pick up a menu from your local lunch place, check if their fax number is on the menu. MCI Mail's Fax Dispatch is the perfect way to order.

One MCI Mail subscriber has programmed the entire menu into his computer. When hungry, he chooses his desired lunch, and his computer sends a Fax Dispatch order to the diner.

>>>>>>>>>>>>>>
Till Next Time
>>>>>>>>>>>>>>

Stay Warm,

Gary.....
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Tel No. 212-787-2416